

BOOKING POLICY

In case of large events and private hires, please get in touch directly by email at info@lamiamamma.co.uk as we have different T&Cs

You know our Mammams, “aggiungi un posto a tavola” (add another seat to your table) is their motto! They’d do anything to feed hungry Londoners just in exchange of a smile but, on the other hand, the Mammams wanted to set some rules so that all our guests can have an enjoyable experience!

We always keep tables available for walk ins so if you don’t find availability online, don’t worry, we’ll do our best to accommodate you on a first come first served basis. However sometimes, especially during the weekends and bank holidays, we could be extremely busy and we do apologize in advance if we cannot guarantee a table.

RESERVATIONS & £ 25 PP NO SHOW FEE

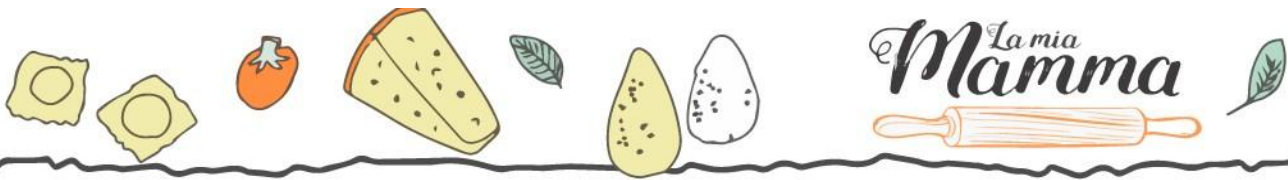
In case we can accept your booking, you will be required to enter your card details to secure your reservation or your booking will be automatically deleted by our system. However, please be aware that if you fail to cancel your booking or update the decreased party size 48 hours prior to the reservation via the button on your Resdiary booking confirmation email, we reserve the right to charge £ 25 per person for “no show”. Please note that cancellation and amendments have to be done via your booking confirmation email (this will update our system). If you fail to update or cancel your booking 48h prior your reservation, we reserve the right to charge our no show fee. Phone calls are not valid.

GROUPS (starting from 6 guests): SET MENU AND NO SHOW FEE

We have dedicated set menus for groups starting from 6 guests. We kindly ask groups to send your menu choice asap by email at your booked location. You can find our groups menu options by visiting our MENU page at www.lamiamamma.co.uk/menu

In case we can accept your booking, you will be required to enter your card details to secure your reservation or your booking will be automatically deleted by our system.

Groups are required to update us on the final number 7 days before the booking. However, please be aware that if you fail to cancel your booking or update the decreased party size 48 hours prior to the reservation via the button on your Resdiary booking confirmation email, we reserve the right to charge £ 25 per person for “no show”. Please note that cancellation and amendments have to be done via your booking confirmation email (this will update our system). If you fail to update or cancel your booking 48h prior your reservation, we reserve the right to charge our no show fee per person. Phone calls are not valid.



LESS NUMBER OF PEOPLE/ NO SHOW

Please note that our restaurant is quite small so we hope you can understand that every no show or late show can affect other bookings and the strategic configuration of the tables.

If you fail to cancel your booking or update the decreased party size 48 hours prior to the reservation via the button on your Resdiary booking confirmation email, we reserve the right to charge £ 25 per person for "no show". Please note that cancellation and amendments have to be done via your booking confirmation email (this will update our system). If you fail to update or cancel your booking 48h prior your reservation, we reserve the right to charge our no show fee. Phone calls are not valid.

If your table shows up with less guests than the booked number of people, we might ask you to wait at the bar until we can allocate you the first available table which meets the real number of people.

LATE SHOW

Tables can only be held for up to 15 minutes from the time of your booking and will be released when this time has expired. If you are a large group, we suggest that all the guests arrive at least 5 min before your reservation time. **Failure to meet the reserved time will result in the right to treat this as a no show and charge £ 25 per person.**

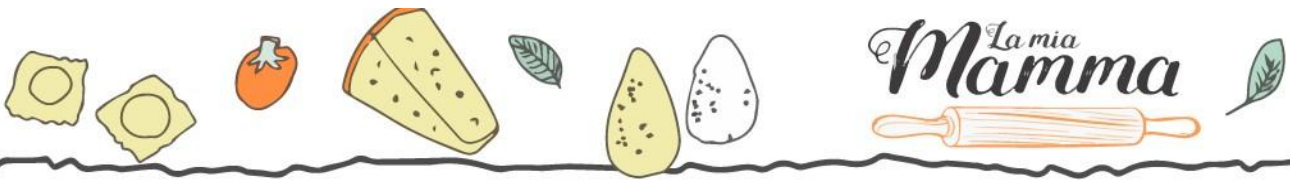
When the restaurant is busy, management reserves the right to seat you once the majority of your guests have arrived to minimize the risk of your party not being able to finish your meal within the allotted time. The manager cannot extend the time allocation during busy periods.

SAME DAY BOOKING

Online same day bookings are open till half an hour before starting our service. If you don't see any availability, bear in mind that we always keep tables available for walk ins and we will do our best to accommodate you as soon as possible.

DRINKING ONLY

All guests must order food, if you wish to drink only, we have a separate area at the bar.



CORKAGE CHARGE and OWN FOOD

A £25 corkage charge is applied if you would like to bring your own wine (one bottle per booking allowed). Please note that no food and beverages except those supplied by La mia Mamma may be consumed within the premises.

TIMINGS

Your time begins from the agreed reservation time and is regardless of the time of arrival. We operate a maximum 90 min seating policy for tables of 3 - 6, 120 min for tables of 6 – 10 and 180 min for tables of 11 or more. During our busy sessions (Friday, Saturday, Bank Holidays and special occasions such as Christmas, Valentine's Day, Mother's and Father's day) this may be reduced at our manager's discretion.

CANCELLATION AND REFUNDS

If you wish to cancel your booking, please click on "cancel my booking" in your confirmation email with a 48 hours notice prior to your reservation. **If you fail to cancel your booking VIA Resdiary's booking confirmation 48 h prior to the reservation, we reserve the right to charge £25 per person for "no show".**

We reserve the right to cancel a booking, but this of course will be without any liability to you. We have, at any time for any reason without prior notification to you, the right to terminate or restrict, suspend or terminate your access to the premise if you are in breach of these user terms.

FOR FURTHER INFORMATION, PLEASE GET IN TOUCH WITH US AT:

For general enquiries and information: info@lamiamamma.co.uk